

## FREQUENTLY ASKED QUESTIONS

Dear Parents,

Eurest has been operating the school dining room since the beginning of the school year 2024/25. We have kept the reliable “Prepaid Payment System” of the past, although there have been frequently asked questions in previous months. We have summarized these FAQ’s for you in this letter.

Your Eurest-Team.

**What does prepaid payment system mean?**

Prepaid payment means that you can pay for your child’s lunch menu in advance according to which payment period you choose (quarterly, half yearly or yearly).

The value of your child’s lunch menu allowance will then be added to his/her Eurest lunch card.

**Why prepaid payment?**

The advantage of the prepaid payment system is that your child doesn’t have to bring lunch money to school everyday, and you can be assured that the money is actually used for lunch payment.

**Which benefits am I entitled to when I choose prepaid payment?**

The prepaid system allows your child, according to your chosen payment period (quarterly, half yearly or yearly), the benefit of a three course lunch menu, between 11:00 am and 2:00 pm every school day.

This menu consists of soup, main course, salad and dessert or fruit.

Primary students also have the choice of three different main courses .

Secondary students have the choice of three different main courses as well as the choice of “pasta of the day” and “Special of the day” instead of the menu.

The lunch menu costs € 4,35 for Early Learning Center students, € 5,60 for primary students and € 6,45 for secondary students.

**Can my child make any other purchases other than the lunch menu if I pre-pay?**

Eating lunch is a very important part of your child’s development and performance.

Our menus are adapted to your child’s nutritional physiological requirements and we strongly recommend that you advise your child to have the lunch menu.

If your child does choose to have a sandwich or a wholemeal roll, Eurest will then allow consumption to the value of the lunch menu.

Please be advised that we cannot refund any credit difference on the Eurest lunch card.

### ***What happens if my child is ill or can't have lunch for any other reason?***

We know from experience that your child will not have lunch on certain days and we have taken this into account in our price calculation.

The prepaid lunch system offers a discount of up to 5% (please see the prepaid pricelist 2024/25).

### ***Can I cancel lunch for my child for a limited time?***

Yes, you can cancel the prepaid system for a minimum of one week.

Simply notify us by E-mail at [VIS.catering@eurest.at](mailto:VIS.catering@eurest.at) five days in advance.

The menu price for the cancellation period, minus the discount (see the prepaid pricelist 2024/25), will be credited to your child's Eurest lunch card.

You can decide yourself, if you wish to have the difference available for consumption, or have a payment transferred at the end of the school year.

### ***How can I retrace the use of my child's lunch card?***

You can simply make a request for a consumption list with the Eurest unit manager Björn Bergmann at [VIS.catering@eurest.at](mailto:VIS.catering@eurest.at) and we will send you a monthly report by E-mail.

### ***Can I cancel the prepaid system?***

You can cancel the Eurest prepaid system at any time.

Please inform the unit manager Björn Bergmann, in writing, at [VIS.catering@eurest.at](mailto:VIS.catering@eurest.at)

